



# MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC # 355-2013

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## LETTER TO COMMISSION

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: September 24, 2013

SUBJECT: Municipal WiFi System Utilization Statistics

The purpose of this Letter to Commission is to provide statistics regarding the utilization of the Wireless Miami Beach WiFi project.

The WiFi Miami Beach project began with an RFP issued in July of 2005. The City entered into an agreement with IBM in March 2006. An official "wire" cutting ceremony took place on October 30<sup>th</sup>, 2009 and the network entered into a reliability period of 90 days during which the network was available for all users.

The network successfully performed during the reliability period and former City Manager, Jorge Gonzalez, accepted it on January 29, 2010. After the system was accepted, as per the contract terms, the City started to pay IBM for maintenance as detailed in Table 1. Additionally, the City budgeted annually for replacing parts that were not covered by the maintenance and warranty provided by IBM (\$60,000) and for the cost of the FPL agreement (approximately \$13,000).

**Table 1: Fee Schedule**

<i>Fiscal Year</i>	<i>FPL Budgeted</i>	<i>HW Contingency</i>	<i>IBM Maintenance</i>	<i>Total</i>
<i>half of FY 09-10</i>	\$ 13,000	\$ 60,000	\$ 264,424.50	\$ 337,424.50
<i>FY 10-11</i>	\$ 13,000	\$ 60,000	\$ 560,644.00	\$ 633,644.00
<i>FY 11-12</i>	\$ 13,000	\$ 60,000	\$ 610,024.50	\$ 683,024.50
<i>FY 12-13</i>	\$ 13,000	\$ 60,000	\$ 632,972.00	\$ 705,972.00
<i>FY 13-14</i>	\$ 13,000	\$ 60,000	\$ 651,392.00	\$ 724,392.00
<i>FY 14-15</i>	\$ 13,000	\$ 60,000	\$ 637,449.50	\$ 710,449.50
<i>half of FY 15-16</i>	\$ 13,000	\$ 60,000	\$ 305,224.50	\$ 378,224.50
	<b>\$ 91,000</b>	<b>\$ 420,000</b>	<b>\$ 3,662,131</b>	<b>\$ 4,173,131</b>

The WiFi system has a Portal component that creates, tracks and controls users login accounts and their access of the WiFi network. The initial Portal system that was implemented at system acceptance was not capable of deleting accounts based on user inactivity. As a result of this, the number of accounts created from the date of acceptance to September 25, 2012, was over

240,000. However, since the initial Portal was not capable of deleting inactive accounts, it was difficult to gauge the size of the active user pool. The initial Portal was replaced on September 25, 2012 and the new Portal began to maintain user accounts based on the following two rules:

1. Users who identified themselves as residents during the account creation process would have their accounts deleted after 6 months of not logging in.
2. Users who identified themselves as visitors during the account creation process would have their accounts deleted after 3 months of not logging in.

Using these two rules, the new Portal started to delete inactive accounts as highlighted below:

Date	Total Registered Users	Inactive Registered Users Deleted
4/9/13	35,600	15,108
4/10/13	20,492	
4/29/13	23,424	3,162
4/30/13	20,262	
5/30/13	24,815	4,735
5/31/13	20,080	
6/29/13	24,214	5,578
6/30/13	18,636	
7/30/13	23,068	4,875
7/31/13	18,193	
8/30/13	23,287	4,736
8/31/13	18,551	

Additionally, the most current utilization statistics provide the following highlights:

- In the past two weeks (week of September 9 and September 16) the following number of users have used the system:
  - every day = 247 users (Approximately 60 Residents and 185 Visitors)
  - at least three days a week = 1,119 users (Approximately 280 Residents and 840 Visitors)
  - at least once = 3,619 users (Approximately 850 Residents and 2,770 Visitors)
- The average age of all active user accounts is 87 days.
- There are approximately 15,000 visitor accounts and 5,000 resident accounts.

The City asked IBM to provide an estimated annual cost savings based on redesigning the system from providing coverage citywide to providing coverage at select locations. Although IBM presented scenarios using approximately one-half and one-fourth as many WiFi routers as are currently installed and maintained, the annual associated savings in maintenance would only range from \$55,000 to \$77,000.

In fiscal year 2013/14, the City plans to re-scope the municipal WiFi project to deliver an enhanced WiFi signal to select facilities, rather than citywide, thereby reducing the need for annual funding from approximately \$720,000 to \$200,000. The City's IT department will work closely with Executive Staff to determine the select facilities and implementation schedule.